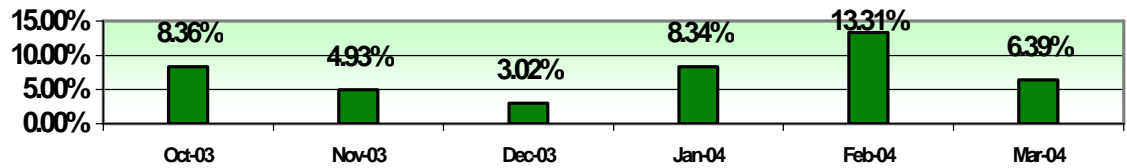


QC/QA NEWSLETTER

'To enrich lives through effective and caring service'

FOOD STAMP QC PAYMENT ERROR RATE FEDERAL FISCAL YEAR 2004



QC/QA ERRORS - FOOD STAMPS

DOCUMENT, DOCUMENT, DOCUMENT

Now that Quarterly Reporting is here, documentation on the **Case Comments** screen is more critical to prevent errors. For example, it is recommended that comments are entered to show the following: how the EW determined income is stable or fluctuating, if income can be reasonably anticipated with reasonable certainty, and any changes that were reported by the household. Documentation of the type of earned income used, the frequency of pay days, and any future changes will assist in preventing Food Stamp errors.

QUICK TIPS

When a participant receives housing assistance, such as Section 8, HUD, etc., the amount the participant pays for rent is the amount input in the Shelter/Utilities screen in the amount paid and the amount billed fields. The amount in the amount paid and amount billed fields should not be the amount that the housing assistance agency is paying to the landlord.

If a participant is working, the EW should verify with the participant the day they get paid and the frequency of pay days (weekly, biweekly, monthly, etc). The pay frequency field in the Income Summary screen is essential in determining the total monthly income by multiplying the gross income received by the appropriate factor (4.33, 2.167, etc.).

SSI/SSP recipients are excluded household members for Food Stamps. When the SSI/SSP recipient is the head of household, do not link other eligible household members' income to the SSI/SSP recipient.

After inputting reported changes into LEADER, be sure to run SFU/EDBC. Verify the changes made by reviewing the appropriate screens in Authorization Wrap-up Sub-system. Don't forget to AUTHORIZE.

During the certification or recertification process, clarify any inconsistencies that may exist among case documents, such as the DFA 285-A1, DFA 285-A2, SAWS 2, and the LEADER Statement of Facts.



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